

Subject: Need to Complete - Direct PLUS Loan Application and Master Promissory Note

Dear <Borrower Name>,

The school you or your dependent student attend(s) recently submitted information to the U.S. Department of Education indicating that you wish to borrow a Direct PLUS Loan to help pay for your or your dependent student's education. A completed MPN must be submitted to us before the school can disburse (pay out) any loan money to you.

You may complete the MPN electronically on our secure [StudentLoans.gov](https://studentloans.gov) Web site. You will need your Federal Student Aid (FSA) PIN to sign in. If you do not have an FSA PIN, you may obtain one at [www.pin.ed.gov](https://www.pin.ed.gov).

To complete the MPN online:

- From the [StudentLoans.gov](https://studentloans.gov) home page, click on the "Sign In" button located in the "Manage My Direct Loan" box. The Sign In page will appear.
- Once signed in, click on the "Complete MPN" link located under the "Master Promissory Note" heading on the left menu bar. The Complete MPN page will appear.
- Under "Select the type of loan you would like to receive," choose "Parent PLUS," if you are a parent borrowing to pay for your dependent undergraduate student's education, or "Graduate PLUS," if you are a graduate student borrowing to pay for your own education.
- Follow the instructions to complete, sign, and submit your MPN.

If you are a parent borrower and are borrowing to pay for the education of more than one dependent undergraduate student, you must submit a separate MPN for each student.

If you would like to complete a paper MPN and need a paper copy mailed to you, Applicant Services is available to assist you from 8:00 AM to 8:00 PM, Eastern Time, Monday through Friday. We can be reached, toll-free, at 1-800-557-7394. The hearing impaired toll-free TDD number is 1-877-461-7010.

Once the completed MPN is received, the school listed on the MPN will be notified. If you have questions regarding the next steps in the processing of your loan, when the loan will be disbursed (paid out), or no longer wish to receive the loan, contact your school.

After the first disbursement of your loan has been made, your loan will be assigned to a loan servicer and you will be provided with the servicer's name, address and contact information. Your servicer will service, answer questions about, and process payments on your loan after you enter repayment.

Sincerely,

U.S. Department of Education  
Federal Student Aid  
William D. Ford Federal Direct Loan Program

Do not reply directly to this email. If you wish to contact us, email [CODsupport@acs-inc.com](mailto:CODsupport@acs-inc.com).